

Rule No. 14.1.

Sheet 1

**WATER SHORTAGE CONTINGENCY PLAN
ALL AREAS EXCEPT MONTEREY MAIN SYSTEM**

A utility's water supply may be interrupted or reduced due to a variety of circumstances, for instance, a drought or a catastrophic event, such as an earthquake or fire that damages water delivery and storage facilities, or a power outage that affects water treatment or the pumping of water to customers, or in response to legal or court-imposed restrictions. This Water Shortage Contingency Plan ("Plan") enables the utility to respond effectively to a wide variety of water supply conditions or catastrophic events that cause severe water shortages from time to time.

A. GENERAL INFORMATION:

This rule is applicable within all systems served by California American Water Company and are listed on their tariffs except the Monterey Main System in Monterey County. Systems covered by this rule in the Southern Division include the districts of San Diego County District, the Los Angeles County District, comprised of the Duarte, San Marino, and Baldwin Hills Districts, the Ventura County District, the Rio Plaza and the East Pasadena Service Areas. It also covers the Northern Division districts of Fruitridge Vista, Hillview, Meadowbrook, Larkfield and Sacramento, which includes Dunnigan and Geyserville. This rule is also applicable to the Central Satellite systems in the Central Division which include the Toro, Ambler Park, Ralph Lane, Garrapata, and Chualar service areas. The Monterey Main System in Monterey County is included in a separate Water Shortage Contingency Plan.

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Should supply conditions or government directives dictate, prior to, or in response to, a declaration of emergency issued by a water wholesaler or other government agency, a utility may request permission from the Commission to add a Schedule 14.1 – Staged Water Contingency Plan for one or more of the above districts, which sets forth charges for water waste and drought surcharge rates applicable to quantities of water consumed.

After Schedule No. 14.1 has been activated and the utility determines that water supplies are again sufficient to meet demands, and staged reduction measures are no longer necessary, the utility shall seek Commission authority via a Tier 1 advice letter to de-activate the particular stage of reduction that was previously authorized.

Unless otherwise specified in the Rule or Schedule 14.1, all expenses incurred by utility to implement Rule 14.1 and Schedule 14.1 and requirements of the California State Water Resources Control Board ("SWRCB") that have not been considered in a General Rate Case or other proceeding shall be accumulated in a separate memorandum account, authorized in Resolution W-4976, for disposition as directed or authorized from time to time by the Commission.

To the extent that a Stage of Water Shortage Contingency Plan in Schedule 14.1 has been activated, and a provision of this Rule is inconsistent with the activated Stage in Schedule 14.1, the provisions of Schedule 14.1 apply.

The utility shall make available to its customers water conservation kits as required by Rule 21. The utility shall notify all customers, at least annually, of the availability of conservation kits and other helpful information via bill inserts or direct mailers.

(Continued)

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			Resolution	<u> </u>

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B. DEFINITIONS:

1. "Authorizing Agency" means any agency that supplies, controls or allocates the water supply to California American Water Company or any governmental body that authorizes the Company to produce and sell water in the service area, or California American Water Company itself if acting in accordance with Section E of this Rule.
2. "Billing unit" means the unit of water used to apply water rates for purposes of calculating water charges for a person's water usage and equals 100 gallons.
3. "Flat Rate" means a rate structure where all customers are charged the same fee, regardless on the amount of water used. (N)
4. "Commission" means the California Public Utilities Commission. (N)
5. "Company" means California American Water
6. "Conservation" means normal actions necessary to reduce the purchase, production, or consumption of potable water, including applicable Best Management Practices, while maintaining customary levels of service and public health and safety.
7. "Flow Restrictor" means a device placed into the water distribution system by the Company that restricts the volume of flow to the Customer by 50%.
8. "Historical base period" means the period of time established by an Authorizing Agency against which declared water use reductions are to be measured.
9. "Landscape irrigation system" means an irrigation system with pipes, hoses, spray heads, or sprinkling devices that are operated by hand or through an automated system.
10. "Large landscape areas" mean a lawn, landscape, or other vegetated area, or combination thereof, equal to more than one (1) acre of irrigable land.
11. "Measurable rainfall" means any amount of precipitation of more than one-tenth of an inch (0.1").
12. "Ornamental landscape areas" include commercial landscapes or turfed areas that are not regularly used for purposes other than landscaping.
13. "Person" means any natural person or persons, corporation, public or private entity, governmental agency or institution, or any other user of water provided by the California American Water Company.
14. "Potable water" means water which is suitable for drinking.
15. "Rationing" means extraordinary actions required to reduce the purchase, production, or consumption of potable water to meet corresponding reductions in supply, or loss of storage or transmission facilities to meet the highest service levels allowed, but lower than customarily expected, while maintaining system integrity and, to the extent possible, customer convenience and public health and public safety.
16. "Recreational landscape areas" means a lawn, landscape, or other vegetated area, or combination thereof, used for recreational purposes including athletics, sports, sun bathing, picnicking or other activities.
17. "Recycled water" means the reclamation and reuse of non-potable water for beneficial use as defined in Title 22 of the California Code of Regulations.
18. "Single pass cooling systems" means equipment where water is circulated only once to cool equipment before being disposed.
19. "SWRCB" means the California State Water Resources Control Board.

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ISSUED BY
J.T. LINAM
NAME

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Rule No. 14.1. (Continued)
WATER SHORTAGE CONTINGENCY PLAN
ALL AREAS EXCEPT MONTEREY MAIN SYSTEM

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C. WATER SHORTAGE CONTINGENCY PLAN

Wasteful water use practices, as outlined in Section D of this Rule, are prohibited at all times except where necessary to address an immediate health or safety need or to comply with a term or condition in a permit issued by a state or federal agency. Notwithstanding these prohibitions, the utility may elect to enact additional prohibited uses as needed. No customer shall use utility-supplied water for non-essential or prohibited uses as identified by the Commission or the utility.

1. Prior to, or in response to, a declaration of emergency issued by a government agency or the need to reduce usage in an effort to stay within governmental or court ordered restrictions; the utility may request, via a Tier 2 advice letter, a Schedule 14.1 – Staged Water Contingency Plan Tariff. The utility may also request in the advice letter a lost-revenue and/or conservation implementation cost memorandum account(s) to record related variances from that previously considered in a General Rate Case or other proceeding.
2. The utility shall file a Tier 2 advice letter to request activation of Schedule 14.1-Staged Water Contingency Plan Tariff, unless the utility requested activation of Schedule 14.1 at the same time as requesting modification of the current Rule 14.1 or establishment of a new Rule 14.1 as per paragraph C1 above.
3. Once a Schedule 14.1 is activated, the utility can file a Tier 2 advice letter to designate a particular stage of the Staged Water Contingency Plan:
 - a. If the Company is unable to meet the production limitations as set by governmental and/or court orders under the currently implemented plan level, or
 - b. If the Commission, or other government agency declares an emergency requiring mandatory water use restrictions, or
 - c. If a government agency declares a state of emergency in response to severe drought conditions, earthquake or other catastrophic event that severely reduces the utility's water supply, or
 - d. If conservation levels set by the Commission, utility, or government agency are insufficient.
4. After Schedule 14.1 has been activated and the utility determines that water supplies are again sufficient to meet demands, and staged reduction measures are no longer necessary, the utility shall seek Commission authority via a Tier 1 advice letter to de-activate the particular stage of reduction that was previously authorized.

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ISSUED BY
D.P. STEPHENSON

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SUPPLEMENT Rule No. 14.1. (Continued)
WATER SHORTAGE CONTINGENCY PLAN
ALL AREAS EXCEPT MONTEREY MAIN SYSTEM

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D. STAGE 1 WATER CONSERVATION - Non-Essential or Unauthorized Water Use

The following are non-essential or prohibited water uses. Non-essential and prohibited use restrictions are in effect at all times until deactivation is authorized by the Commission.

1. Watering days: Watering or irrigating of lawn, landscape or other vegetated area with potable water is limited to three (3) days per week. This provision does not apply to landscape irrigation zones that exclusively use very low flow drip type irrigation systems when no emitter produces more than two (2) gallons of water per hour. This provision also does not apply to watering or irrigating by use of a hand-held bucket or similar container, a hand-held hose equipped with a positive self-closing water shut-off nozzle or device, or for very short periods of time for the express purpose of adjusting or repairing an irrigation system.
2. Watering hours. Watering or irrigating of lawn, landscape, or other vegetated areas with potable water is prohibited between the hours of 9:00 a.m. and 5:00 p.m. on any day, except by use of a handheld bucket or similar container, a handheld hose equipped with a positive self-closing water shut-off nozzle or device or for the express purpose of adjusting or repairing an irrigation system.
3. Watering duration. Watering or irrigating of any lawn, landscape, or other vegetated area with potable water using a landscape irrigation system or a watering device that is not continuously attended is limited to no more than fifteen (15) minutes of watering per day per station. This subsection does not apply to landscape irrigations systems that exclusively use very low-flow drip type irrigation equipment when no emitter produces more than (2) gallons of water per hour and weather based controllers or stream rotor sprinklers that meet a 70% efficiency standard.
4. Watering during and for 48 hours after measureable precipitation. Watering or irrigating of any lawn, landscape, or other vegetated area with potable water during and for 48 hours following measureable precipitation is prohibited.
5. Excessive water flow or run-off. Watering or irrigating of any lawn, landscape or other vegetated area in a manner that causes or allows excessive water flow or runoff such that water flows onto adjacent property, non-irrigated areas, private and public walkways, roadways, parking lots, or structures is prohibited.
6. Washing vehicles. The use of a hose that dispenses potable water to wash a motor vehicle, except where the hose is fitted with a shut-off nozzle or device attached to it is prohibited. Use of water for washing commercial aircraft, cars, buses, boats, trailers or other commercial vehicles at any time is prohibited, except at commercial or fleet vehicle or boat washing facilities operated at a fixed location where equipment using water is properly maintained to avoid wasteful use.
7. Washing down hard or paved surfaces. Use of potable water for washing buildings, structures, driveways, patios, parking lots, tennis courts, or other hard surfaced areas is prohibited, except in cases where health and safety are at risk.

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D. STAGE 1 WATER CONSERVATION – Non-Essential or Unauthorized Water Use, Cont'd

- 8. Re-circulating water required for water Fountains and decorative features. Operating a water fountain or other decorative feature that does not use re-circulated water is prohibited.
- 9. Commercial businesses, including restaurants and other food service providers can only serve drinking water to customers on request.
- 10. Hotel/motel operators must provide guests with the option of choosing not to have towels and linens laundered daily. Information about this option must be prominently displayed.
- 11. Unmetered fire hydrant water cannot be used by individuals for any reason other than fire suppression or utility system maintenance purposes.
- 12. Waste caused by correctable leaks, breaks or malfunctions. This loss of potable water may be cited for water waste after a five day period has passed in which the leak or malfunction could have been corrected.
- 13. There cannot be unreasonable or excessive use of potable water for dust control or earth compaction.
- 14. Operation of commercial car washes that do not recycle the potable water used as required by the California Water Code Sections 10950-10953.
- 15. Other wasteful practices identified from time to time by the Commission, utility, or governmental agency.
- 16. Other specific water use restrictions as from time to time may be imposed by the Commission or other governmental agencies as specifically notes in General Metered Special Conditions. (N)
(N)

When the utility observes wasteful water use practices or when such wasteful uses of water are reported to the utility, the utility shall attempt face-to-face contact with the customer or other person on the premises to request compliance with these restrictions, or if that is not possible, shall leave at the premises a door hanger notice making such request.

Subsequent continued wasteful water use practices may lead to the termination of water service to the premises pursuant to Tariff Rule No. 11.

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Rule No. 14.1. (Continued)
SUPPLEMENT WATER SHORTAGE CONTINGENCY PLAN
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E. ENFORCEMENT STAGES OF WATER SHORTAGE CONTINGENCY PLAN

1. Notice Requirements for Stages 1-5:

- a. The Company shall provide written notice of enforced water use restrictions to every Customer served by the District via first-class mail at least thirty (30) days before the activation of an enforcement stage.
- b. At all times during Stages 2 through 5, the Company shall send monthly conservation reminders,

2. Enforcement Stages shall be implemented according to a need as determined by California American Water. Activation will be requested through the filing of a Tier 2 advice letter, and utility shall notify its customers and provide each customer with a summary of Schedule 14.1 by means of bill insert or direct mailing. Notification shall take place prior to imposing any penalties associated with this plan.

3. If activation of Schedule 14.1 occurs one year or more since the public hearing associated with adding Schedule 14.1 to its tariffs, then utility shall conduct a public hearing pursuant to California Water Code Section 351 prior to activating a stage of its Water Shortage Contingency Plan.

F. STAGE 1 - WATER SHORTAGE CONTINGENCY PLAN

- 1. Conservation Measures: Prohibition on the non-essential or unauthorized uses of water identified in Section D
- 2. Stage 1 Triggers:
 - a. Stage 1 shall be in effect at all times.
- 3. Rates: Staged Water Shortage Contingency Plan Schedules for applicable districts shall not be in place in this stage.

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Rule No. 14.1. (Continued)
WATER SHORTAGE CONTINGENCY PLAN
ALL AREAS EXCEPT MONTEREY MAIN SYSTEM

G. STAGE 2 WATER SHORTAGE CONTINGENCY PLAN

1. A Stage 2 condition exists when it is determined that due to drought or other water supply conditions, a water supply shortage or threatened shortage exists and a further consumer demand reduction is necessary to make more efficient use of water and appropriately respond to existing water conditions. Stage 2 of the Water Shortage Contingency Plan will be enacted upon a determination that water usage should be further reduced from current levels, that a temporary water emergency exists necessitating implementation or that the requirements in Stage 1 are ineffective in complying with the necessary reduction; and/or that a government agency requests implementation of this stage to meet physical supply limitations.

2. Additional Water Shortage Contingency Plan Measures: In addition to the non-essential or unauthorized uses of water identified in Stage 1, the following water use restriction requirements apply during Stage 2 of the Water Shortage Contingency Plan, except where necessary to address an immediate health or safety need or to comply with a term or condition in a permit issued by a state or federal agency:
 - a. Watering Days. The watering or irrigating of lawn, landscape or other vegetated area with potable water is limited to no more than three (3) days per week. Additional limitations on the number of days of the week and times of the day may be enforced at the discretion of the utility. The other provisions of water days as detailed in Stage 1 continue unchanged. (C)
 - b. Obligation to Fix Leaks, Breaks or Malfunctions: All leaks, breaks, or other malfunctions in the water user's plumbing or distribution system must be repaired within seventy-two (72) hours of notification from California American Water Company. (C)

3. Rates: The Company shall implement a Commission approved Staged Water Shortage Contingency Plan Schedule 14.1.

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Rule No. 14.1. (Continued)
WATER SHORTAGE CONTINGENCY PLAN
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H. STAGE 3 WATER SHORTAGE CONTINGENCY PLAN

1. A Stage 3 Water Shortage Contingency Plan condition exists when it is determined that due to drought or other water supply conditions, a water supply shortage or threatened shortage exists and a further consumer demand reduction is necessary to make more efficient use of water and appropriately respond to existing water conditions. Stage 3 will be enacted upon a determination that water usage should be reduced further from current levels, that a temporary water emergency exists, necessitating implementation or that the requirements in Stage 1 and 2 are ineffective in complying with the necessary reduction. Additional Water Shortage Contingency Plan measures: In addition to the prohibited uses of water identified in Stage 1, and 2, the following additional water restrictions apply during a declared Stage 3 Water Shortage Contingency Plan except where necessary to address an immediate health or safety need or to comply with a term or condition in a permit issued by a state or federal agency:

- a. Watering Days: Watering or irrigating of lawn, landscape or other vegetated area with potable water is limited to one day. Maintenance of vegetation, including trees and shrubs, watered by use of a hand-held bucket or similar container, hand-held hose equipped with a positive self-closing water shut-off nozzle or device are permitted. The watering days restriction does not apply to the following categories of use, unless California American Water Company has determined that recycled water is available and may be applied to the use:
 - i. Maintenance of existing landscape necessary for fire protection;
 - ii. Maintenance of existing landscape for soil erosion control;
 - iii. Maintenance of plant materials identified to be rare or essential to the well-being of protected species;

This overall provision does not apply to landscape irrigation zones that exclusively use very low flow drip type irrigation systems when no emitter produces more than two (2) gallons of water per hour.

- a. Obligation to Fix Leaks, Breaks or Malfunctions: All leaks, breaks, or other malfunctions in the water user's plumbing or distribution system must be repaired within twenty-four (24) hours of notification by the California American Water Company unless other arrangements are made with the California American Water Company.
- b. Limits on Filling Ornamental Lakes or Ponds: Filling or re-filling ornamental lakes or ponds is prohibited, except to the extent needed to sustain aquatic life, provided that such animals are of significant value and have been actively managed within the water feature prior to declaration of a supply shortage level under this Rule.
- c. Limits on Filling Residential Swimming Pools and Spas. Re-filling and initial filling of residential swimming pools or outdoor spas with potable water is prohibited.

- 1. Requirements imposed by Stage 1 and Stage 2 shall remain in force during Stage 3.
- 2. Customers shall not use potable water for dust control purposes except by prior approval.
- 3. Rates: The Company shall continue to implement Commission approved Schedule 14.1 – Water Shortage Contingency Plan.

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Rule No. 14.1. (Continued)
WATER SHORTAGE CONTINGENCY PLAN
ALL AREAS EXCEPT MONTEREY MAIN SYSTEM

(C)

I. STAGE 4 WATER SHORTAGE CONTINGENCY PLAN

1. A Stage 4 Water Shortage Contingency Plan condition is also referred to as an "Emergency" Condition. A Stage 4 condition exists when it is determined that a critical water shortage emergency exists or that the measures in Stage 1 through 3 are ineffective in complying with a necessary reduction and/or that a governmental agency requests implementation of this stage to meet physical supply limitations.
2. Requirements imposed by Stages 1 through 3 shall remain in force during Stage 4. In addition, the following water conservation requirements apply during Stage 4 except where necessary to address an immediate health or safety need or to comply with a term or condition in a permit issued by a state or federal agency:
 - a. No Watering or Irrigating: Watering or irrigation of lawn, landscape, or other vegetated areas with potable water is prohibited. This restriction does not apply to the following categories of use, unless California American Water Company has determined that recycled water is available and may be applied to the use:
 - i. Maintenance of vegetation, including trees and shrubs, that are watered using a hand-held bucket or similar container, hand-held hose equipped with a positive self-closing water shut-off nozzle or device;
 - ii. Maintenance of existing landscape for fire protection;
 - iii. Maintenance of existing landscape for soil erosion control;
 - iv. Maintenance of plant materials identified to be rare or essential to the well-being of protected species;
 - v. Maintenance of landscape within active public parks and playing fields, day care centers, golf course greens, and school grounds, provided that such irrigation does not exceed (1) day per week.
 - vi. Actively irrigated environmental mitigation projects
 - b. Obligation to Fix Leaks, Breaks, or Malfunctions: All leaks, breaks, or other malfunctions in the water user's plumbing or distribution system must be repaired immediately upon notification from California American Water unless other arrangements are made with the Company.
 - c. No new potable water service. Upon declaration of a Stage 4 Water Shortage Contingency Plan, no new potable water service will be provided, no new temporary meters will be provided, and no statements of immediate ability to serve or provide potable water service (such as will-serve letters, certificates, or letters of availability) will be issued, except under the following circumstances:
 - i. The project is necessary to protect public health, safety, and welfare; or
 - ii. The applicant provides substantial evidence of an enforceable commitment that water demands for the project will be offset prior to the provisions of a new water meter(s) to the satisfaction of California American Water Company.
3. Rates: The Company shall continue to implement Commission approved Water Shortage Contingency Plan Schedule 14.1.

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Rule No. 14.1. (Continued)
WATER SHORTAGE CONTINGENCY PLAN
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(C)

J. STAGE 5 MANDATORY RATIONING

1. If the efforts in Stage 4 are insufficient to meet the regulatory or physical limitations of the available water supply, rationing of water will be required.
2. All restrictions from Stage 1- 4 will remain in place.
3. In Stage 5, specific rations to individual customers will be implemented as follows:
 - a. Determine the amount of available water.
 - b. Determine the total amount of water used by residential and all other customers for the latest 12 month period.
 - c. Determine if the necessary reduction can be achieved from the residential classification without impacting the health and safety of the individual customers.
 - d. If the necessary reduction can be met by the residential classification, then reduce the prior 12 month actual residential usage by the needed reduction and then allocate the net remainder to residential customers on a per capita basis
 - e. If the reduction cannot be achieved from only residential customers, allow a per capital use that meets health and safety requirements, and allocate the remainder of the reduction to all other customers on a percentage proportion of the prior 12 month actual usage to achieve the necessary result.
4. Stage 5 rations can be adjusted once every 3 months to meet the necessary regulatory or physical limitations.
5. All use in excess of the ration will be subject to the penalties as stated in the Southern Division district specific Schedule 14.1 for violation of water waste or prohibited uses.

K. ENFORCEMENT

1. Each Stage of this rule establishes certain restrictions on the use of potable water. Violating the restrictions set forth in a particular Stage while it is in effect is declared a non-essential, wasteful use of potable water.
2. In the event a customer is observed using water for any nonessential or unauthorized use as defined in Stages 1 through 5 of this rule the utility will first work closely with local law enforcement and public agencies charged with enforcing the mandatory water use restrictions.
3. However, should the utility find that the local agency is not effectively enforcing the mandatory use restrictions, the utility, after a written warning, such as door hangers and letters, may begin to issue fines in accordance with its Water Shortage Contingency Plan Schedule No, 14.1 when it is noted by utility personnel that a customer is using water for any non-essential or unauthorized use as defined in Stages 1 through 5 above.
4. After a series of written notices and fines, the utility may elect to install a flow restricting device on a customer's service line. The customer will be notified that the flow restricting device may be installed for the duration of the enforcement stage of the Water Contingency Plan.
5. The flow restrictor shall not restrict water delivery by greater than 50% of normal flow and shall be capable of providing the premise with a minimum of 3 Ccf/person/month. The restricting device may only be removed by the utility, and only after payment of the appropriate removal charge as set forth in Schedule 14.1.

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K. ENFORCEMENT

- 6. Tampering with the flow restriction device or further violations of prohibited uses may result in discontinuance of water service under Rule 11.
- 7. All monies collected by the utility through drought surcharges or penalties or fees for water use violations shall be booked to the Water Revenue Adjustment Mechanism (WRAM) or a memorandum account to offset recovery of lost revenues. All flow restrictor removal charges collected by the utility and all expenses incurred by the utility to implement Rule 14.1 and Schedule 14.1, and the requirements of the California State Water Board Resources Control Board ("SWRCB"), or other agencies, that have not been considered in a General Rate Case or other proceeding, shall be tracked in a memorandum account for disposition as directed or authorized from time to time by the Commission and shall be recoverable by the utility if determined to be reasonable by the Commission.

L. APPEAL PROCEDURE

- 1. Any customer who seeks a variance from any of the provisions of this water conservation and water use restriction plan, including any health and safety exceptions, or seeks a remedy to any of the actions of the utility in regards to this plan, shall notify the utility in writing, explaining in detail the reason for such a variation or remedy. The utility shall respond to each such request in writing.
- 2. If the customer disagrees with the Utility's written response, the customer shall have the right to file a formal complaint with the Commission. Except as set forth in this Section, no person shall have any right or claim in law or in equity, against the utility because of, or as a result of, any matter or thing done or threatened to be done pursuant to the provisions of this water shortage contingency plan.⁽¹⁾

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⁽¹⁾If a customer has appealed the receipt of the penalty, the penalty will continue to be posted on the customer's account, but will not result in further service action, until at least 14 days after the resolution of appeals. Once resolved, if in the customers favor, the penalty will be immediately removed from the account. If not resolved in the customers favor, then the penalty will be due and payable as part of the next billing cycle and subject to all such further actions as with any other billed charge.

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M. PUBLICITY

1. When a utility requests authorization of a District's Schedule 14.1 – Water Shortage Contingency Plan tariff, via a Tier 2 advice letter, it shall provide notice of the Tier 2 advice letter and associated public meeting provided to customers, per Resolution W-4976, and shall comply with all requirements of Sections 350-358 of the California Water Code (CWC), including but not limited to the following:
 - a. In order to be in compliance with both the General Order (GO) and CWC, the utility shall provide notice via both newspaper and bill message/direct mailing.
 - b. Utility shall file one notice for each advice letter filed, that includes both notice of the filing of the Tier 2 advice letter as well as the details of the public meeting (date, time, place, etc.).
 - c. The public meeting shall be held after the utility files the Tier 2 advice letter, and before the Commission authorizes implementation of the tariff.
 - d. Utility shall consult with DWA staff prior to filing advice letter, in order to determine details of public meeting.
2. In the event that the District's Schedule 14.1- Water Shortage Contingency Plan is triggered, and the utility requests activation through the filing of a Tier 2 advice letter, the utility shall notify its customers and provide each customer with a summary of Rule 14.1 and Schedule 14.1 by means of bill message or direct mailing. Notification shall take place prior to imposing any fines or penalty rates associated with this plan.
3. The Company shall notify Customers via press release, messages on the Company website, and email where an email address is provided on a customer's account of the effective date of any change in Stages either moving up Stages, e.g. from Stage 2 to Stage 3, or moving down Stages, e.g. from Stage 3 to Stage 1. Notification will occur at least one week before any penalties are levied or drought surcharges are enacted. In addition, the Company shall maintain communication with Customers regarding the ongoing water supply situation and related conservation requirements. Additional Customer notification requirements are included within the conservation and mandatory water use reduction stages.
4. During the period that a stage of the District's Schedule 14.1 is activated, the utility shall provide customers with updates in every bill, regarding its water supply status and the results of customers' conservation efforts.

(C)

(TO BE INSERTED BY UTILITY)
ADVICE LETTER NO. 1077-A
DECISION NO. Res. W-4976
Res. W-5034

ISSUED BY D.P. STEPHENSON
NAME DIRECTOR - Rates & Regulatory
TITLE _____

(TO BE INSERTED BY C.P.U.C.)
DATE FILED MAY 21 2015
EFFECTIVE JUN - 1 2015
RESOLUTION _____